BUILDING DEVELOPMENT COMMISSION
Minutes of February 21, 2017 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:05 p.m. on Tuesday, February 21st 2017.

Present: Jonathan Bahr, Glenn Berry, Tom Brasse, Hal Hester, Rodney Kiser, Terry Knotts, Michael Stephenson, Rob Belisle, Melanie Coyne, Travis Haston, and John Taylor

Absent: Walter Kirkland and Ben Simpson

1. MINUTES APPROVED

Travis Haston made the motion to approve the minutes from the January 17th Building Development Commission Meeting, seconded by Melanie Coyne. The motion passed unanimously.

2. BDC MEMBER ISSUES AND INDUSTRY ASSOCIATION ISSUES

Travis Haston thanked the Department for opening their doors to NARI for their monthly membership meeting.

Melanie Coyne thanked the Department in advance for their participation in the upcoming Charlotte Realtors' Association meeting.

Rob Belisle announced this being his last meeting as he will be relocating with his family. Rob introduced Andrew Kennedy, P.E. who has been recommended by PENC to serve the remainder of Rob's BDC term (7/31/17) once approved by the Board of County Commissioners.

3. PUBLIC ATTENDEES

John Walsh and associate, both with Duke Energy were in attendance.

4. AFFORDABLE HOUSING

Patrick Granson shared with BDC Members that during discussions with City and County trying to understand more about the affordable housing issue and how City and County can help deal with the gap between these types of housing units. Mecklenburg County provided calculations to the BOCC showing approximately 1-2% of construction projects in this scenario. The City and County are exploring different avenues on publicly owned land, infrastructure and how it affects the overall process. They are also looking at types of incentives given by City/County for development of these type housing opportunities.   At this time permit fees are set correctly for these types of construction. We now have modules built into our fee structure to create minimum construction for garden types, medium types up to 5 stories and podiums. We feel we have addressed this need with square footage and uses. More to come as we are now in early discussions. The meeting with the BOCC will be held on February 28th.

5. TECHNOLOGY UPDATE

Patrick Granson gave a lead in to the technology update. Sandra, staff and management team have been working diligently for the last month and a half trying to get some of the technology bottlenecks taken care of. Sandra Broome-Edwards presented an update of technology development, issues and timeline for implementation. Technology Development for Code Enforcement was stopped 23 months ago (April 2015). During this time, requests for modifications and changes to technology remained constant, creating a back log of issues to be addressed. In January 2017, ITS started initiating steps to move these requests forward. The following criteria was used to facilitate this process; -Technology issues were aligned by public facing and BDC priority, -Team Velocity, -3rd Party Vendor Availability, -Financial impacts.

Roll Out Strategy – Scrum Sprints - Scrum sprints are regular, repeatable work cycles during which work is completed and made ready for review, usually 30 days in length. Estimated Scrum Sprint plans, through the 1st Quarter of 2018 are as follows: sprints are resource driven, while some sprints may only have 2 scope items it has the combined resource allocation as a sprint that has 10. Dates are specific they represent that week, and deployments will be timed on what makes the most business sense. Items highlighted in yellow represent sub functionalities that are part of the A/E Task Force Technology requests. Next Steps in scrum sprints, the first 7 sprints are mainly comprised of the backlog of smaller technology issues, from the past 23 months. Planning and development of larger projects, shown in the previous slide are being determined and resourced by ITS, for sprint 8

implementations starts. Collaboration with ITS to align and support their implementation strategies, to assure effective and efficient delivery of the technology identified as a result of the A/E Task Force recommendations. Delivering processes, the industry has identified as value adds, is the objective.

Patrick Granson discussed the assessment of reevaluating holds (i.e. project holds, address holds). Everyone needs to reassess the value of the hold. What is the goal for the towns, the city and environmental health? We are doing the assessment now and it takes a while to get the validation and mindset of why we are doing this, what is the goal, who will receive notifications and when will notifications be sent. A lot of holds are involved even with the towns. For example, Mint Hill places hold because they want their money. There are different ideas about what the hold does and we need to understand the validity of the hold and how it affects the customer, how to advise the customer and the processes which need to be resolved; which has been the confusing part. There are so many details as we continue to work through the AEGC Task Force chart which includes RTAP priorities and working to determine the items that slow down the process. We are working to find better ways to move the vehicle faster. The customer facing enhancements are very important. A lot of effort from the group has been focused on the customer related auto notifications in trying to figure out where we can get the biggest bang for our buck in sprints.

Rebecca to send the technology update presentation to all board members. Presentation was sent to the board on the afternoon of Tuesday 2-21.

6. BDC BUDGET SUBCOMMITTEE WORK

Patrick Granson thanked the BDC Budget Subcommittee members for their participation in creating the FY18 Budget. Patrick thanked Amy Hollingsworth, David Gieser and Melanie Sellers for their work in preparation of the FY18 Budget. The first meeting went well as we reviewed information we currently know and have in place. Tomorrow's meeting will lay out what the FY18 budget might look like. FY18 Budget Subcommittee members are Jonathan Bahr, John Taylor, Tom Brasse, Michael Stephenson and Glenn Berry. The last Budget Subcommittee is scheduled for Friday, March 10th. Our plan is to devote the entire March BDC meeting (March 22nd) to budget only. The final schedule may move around as the County Manager's office clarifies the FY18 budget process.

7. DEPARTMENT STATISTICS AND INITIATIVES REPORT
January 2017 Statistics
Permit Revenue
- January permit (only) rev – $2,098,622, compares to Dec. permit (only) rev - $1,945,311
- Fy17 budget projected monthly permit rev; $23,310,691/12= $1,942,557;
- YTD <u>permit</u> rev = $15,442,870 is above projection ($13,597,903) by $1,844,966 or 13.6%.

Construction Value of Permits Issued
- Report temporarily suspended.

Permits Issued:

	Dec.	Jan.	3 Month Trend
Residential	3925	4214	4401/3925/4214
Commercial	2391	2383	2279/2391/2383
Other (Fire/Zone)	274	293	310/274/293
Total	6590	6890	6990/6590/6890

- Changes (Dec.- Jan.); Residential up. 7%; commercial same as last month; total up 4%

Inspection Activity: inspections performed

Insp. Req.	Dec.	Jan.	Insp. Perf.	Dec.	Jan.	% Change
Bldg.	7892	7576	**Bldg.**	7931	7494	-5%
Elec.	8037	7475	**Elec.**	7037	6431	-8%
Mech.	4530	4466	**Mech.**	4091	3916	-4%
Plbg.	3750	3729	**Plbg.**	3237	3159	-2%
Total	24,209	23,246	**Total**	22,296	21,000	-6%

- Changes (Dec. – Jan.); requests dn 4%; inspect performed dn 6% overall
- Insp performed were 90% of insp requested

Inspection Activity: inspections response time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Dec.	**Jan.**	**Dec.**	**Jan.**	**Dec.**	**Jan.**	**Dec.**	**Jan.**
Bldg	83	77	96	93	99	98	1.73	1.31
Elec.	74	73	94	92	99	98	1.37	1.35
Mech.	74	70	94	90	99	96	1.36	1.51
Plbg.	87	78	97	95	99	98	1.23	2.16
Total	79	75	95	93	99	98	1.46	1.47

- Overall average for OnTime is dn 4%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%; so January is currently 10% below goal range.**

Inspection Pass Rates for January, 2017:

OVERALL MONTHLY AV'G @ 82.78% in January, compared to 83.28% in December.

Bldg:	December –77.65%	**Elec**:	December – 83.38%
	January –77.12%		January – 83.86%
Mech:	December – 85.91%	**Plbg:**	December – 88.11%
	January – 85.16%		January – 87.55%

- B/E/M same; P dn. 1/2%
- Overall average about the same from last month, and above the 75-80% goal range.

OnSchedule CTAC and Booking Lead Times for January, 2017

CTAC:

- 82 first reviews, same in December
- Project approval rate (pass/fail) – 76%
- CTAC was 32% of OnSch (*) first review volume; (82/82+169 = 251) = 32%
    *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

<u>On Schedule:</u>
- January, 16: 188 -1st rev'w projects; on time/early–85.85% all trades, 84.64% on B/E/M/P only
- February, 16: 219 -1st rev'w projects; on time/early–84.88% all trades, 82.75% on B/E/M/P only
- March, 16: 241 -1st rev'w projects; on time/early–84% all trades, 85.25% on B/E/M/P only
- April, 16: 240 -1st rev'w projects; on time/early–88.38% all trades, 91.25% on B/E/M/P only
- May, 16: 237 -1st rev'w projects; on time/early–90.62% all trades, 94.5% on B/E/M/P only
- June, 16: 230 -1st rev'w projects; on time/early–91.63% all trades, 95% on B/E/M/P only
- July, 16: 215 -1st rev'w projects; on time/early–91.9% all trades, 93% on B/E/M/P only
- August, 16: 219 -1st rev'w projects; on time/early–92.75% all trades, 93.25% on B/E/M/P only
- September, 16: 246 -1st rev'w projects; on time/early–91.79 all trades, 93.6% on B/E/M/P only
- October, 16: 241 – 1st rev'w projects; on time/early – 93.5 all trades, 94.4 on B/E/M/P only
- November, 16: 226 – 1st rev'w projects; on time/early – 92.2 all trades, 92.4 on B/E/M/P only
- December, 16: 225 – 1st rev'w projects; on time/early – 93.3 all trades, 94.2 on B/E/M/P only
- January, 17: 217 – 1st rev'w projects; on time/early – 89 all trades, 90 on B/E/M/P only

<u>Booking Lead Times</u>
- On Schedule Projects: **for reporting chart posted on line**, on January 30, 2017, showed
  - 1-2 hr projects; at 2-8 work days booking lead,
  - 3-4 hr projects; at 2-8 work days lead,
  - 5-8 hr projects; at 2-37 work days lead,
- CTAC plan review turnaround time; BEMP at 3 work days, and all others at 1 day.
- Express Rev'w booking lead time; 6 work days for small projects, 6 work days for large projects

Customer Service Center
- Walk-In Volume - LUESA 5,230 / Code 3,583 / CSC 1,288
- Phone Volume - Code 9,657 (482 avg. day), CSC 2,133 (107 avg. day)
  - *Customer Wait Time (Quarterly Reports Only)*
  - *Call Wait Time (Quarterly Reports Only)*
  - *Call Interaction Time (Quarterly Reports Only)*
  - *Call Answer Rate (Quarterly Reports Only)*
  - *Surveyed % of Excellent Customer Service (Quarterly Reports Only)*

Fire Marshal's Office
- Inspections Performed - 57
- Plans Reviewed - 71
- Recurring Fire Inspections - 524
- Public Education Events – 0
- Fire/Other Incident Investigations - 17

8. Status Report on Various Department Initiatives
An invitation to LUESA University was sent to all board members on 02/09/2017. This annual event will begin at 8:30 a.m. on March 7th at UNC Charlotte Student Union, 8845 Craver Road, Charlotte, NC 28260. Event's activities will wrap-up no later than 3:00 p.m.

BDC Chair, Jonathan Bahr asked the Department to describe LUESA University Day to the board.

Patrick shared that LUESA University Day is an opportunity for employees of all Departments and Units within LUESA, to share knowledge about what we do. We all work in individual departments and do not know specifically what each department does. It's an opportunity to learn more about others' jobs and duties, providing an open forum to share ideas and thoughts. I look at LUESA University Day as a team building exercise to get to know and understand what staff within these departments do and how we can work together to improve communications.

Follow up from BDC January Meeting
Requested change on permit retention (awaiting technology)
- *Scott Shelton requested considering extend the time that all permits are retained from 6 to 12 years.*
- *We discussed this with the County Attorney. The consensus on how to approach this is.*
  - *The County has no objection to extending the time we retain permits from 6-12 years.*
  - *On retaining all inspections records, the recommendation is to adhere to the state standard, that is, destroy all inspection records older than 6 years, owed to the space and cost required to maintain, as well as unknown future costs to research and provide access to the records.*

High Superior Performing AE's (awaiting technology)
- *Begin working on pilot concept design for review with BDC in November or December meeting.*
- *Summary strategy distributed on September 22; staff meetings being schedule accordingly.*
- *Tentatively plan to report back to the BDC in January.*

Follow-up Subcommittee TF Work
- (Tech) Work, related to TF topic #2 (Best Practice) is scoped out and just waiting on tech changes.
- (Tech) Work on #8 (RTAP), is scoped out and just waiting on tech changes.
  - #10-check for P&I system input redundancy. *(Sandra B-E)*
  - #4-training on process & tech. *(Angie T & Sandra)*
  - #13-precon meetings; part of Meck-SI changes, and contractor "best practice". *(CEM's)*
  - #15-customer use of notification tools *(Sandra & Shannon)*

Follow-Up on the 2014 Service Delivery Enhancement
Hybrid Collaborative Delivery Team
- April 2017, we will update board members on the status of the HCDT, to be presented by Howard Grindstaff.

Manager/CA Added Comments
- Patrick Granson announced the promotion of Tom Smith as the new Code Enforcement Official (CEO) for the OnSchedule Team. Tom will be running this process replacing Melanie Sellers. Tom is a veteran Code Official with 17 years of experience with Code Enforcement. We are lucky to have Tom.
- Jeff Vernon reminded board members that the Commercial Consistency meeting for building is canceled for March.
- Gary Mullis reminded board members that we are holding one hour sessions on Overcurrent Protection asking members to come to one of these informative sessions.

9. Adjournment
The February 21st meeting of the Building Development Commission adjourned at 3:49 p.m. The next meeting of the Building Development Commission is scheduled for Tuesday, March 21st 2017.